

## CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 08/01/2020

### Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Total Count
<b>CA Commitment Accounting</b>		<b>96</b>
<b>Configuration</b>		<b>2</b>
ELM	Assigned	12
	In Work	8
<b>ELM</b>		<b>20</b>
<b>Employee Self Service (ESS)</b>		<b>7</b>
<b>ESS Employee Self-Service</b>		<b>1</b>
HR Human Resources	Acceptance Testing	1
	Assessment	43
	Assigned	102
	Awaiting Customer	26
	In Work	64
	Pending Prod Approval	1
	System Test	1
<b>HR Human Resources</b>		<b>238</b>
<b>Interfaces</b>		<b>12</b>
<b>Learn</b>		<b>5</b>
Mgr Self Service (MSS)	Assessment	1
	Assigned	2
	In Work	3
<b>Mgr Self Service (MSS)</b>		<b>6</b>
<b>MSS Manager Self-Service</b>		<b>1</b>
<b>None</b>		<b>2</b>
<b>Not Applicable</b>		<b>1</b>
<b>PeopleTools</b>		<b>1</b>
<b>Performance Mgmt</b>		<b>24</b>
<b>POS Position Control</b>		<b>4</b>
<b>PY Payroll</b>		<b>156</b>
<b>Recruiting</b>		<b>26</b>
<b>Reports</b>		<b>30</b>
<b>Security</b>		<b>18</b>
<b>SPRS Payroll</b>		<b>2</b>
<b>TL Time and Labor</b>		<b>178</b>
<b>Grand Total</b>		<b>830</b>

## Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Total Count
Acceptance Testing	20
Assessment	94
Assigned	399
Awaiting Customer	100
In Development	1
In Work	196
Pending Prod Approval	3
Rework	5
System Test	12
<b>Grand Total</b>	<b>830</b>

## Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Total Count
High	CA Commitment Accounting	5
	Configuration	1
	ELM	3
	Employee Self Service (ESS)	1
	HR Human Resources	35
	Interfaces	3
	Learn	2
	Mgr Self Service (MSS)	1
	Performance Mgmt	5
	PY Payroll	56
	Recruiting	7
	Reports	4
	Security	6
	TL Time and Labor	19
<b>High</b>		<b>148</b>
<b>Medium</b>		<b>491</b>
<b>Low</b>		<b>191</b>
<b>Grand Total</b>		<b>830</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Total Count
Acceptance Testing	5
Assessment	14
Assigned	51
Awaiting Customer	17
In Development	1
In Work	52
Pending Prod Approval	2
Rework	1
System Test	5
<b>Grand Total</b>	<b>148</b>

### All SRs by Status

(Includes Closed, Completed after 07/01/20)

Status	Total Count
Acceptance Testing	20
Assessment	94
Assigned	399
Awaiting Customer	100
Closed	46
Completed	628
Governance	4
Hold	7
In Development	1
In Work	196
Pending Prod Approval	3
Rework	5
System Test	12
<b>Grand Total</b>	<b>1515</b>

## CAPPS HR/Payroll Trend Report – Service Requests

July 2019 – July 2020

Status	2019 Jul	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	2020 JUL	Totals
Opened	784	693	844	680	652	571	572	589	634	583	474	504	784	8364
Closed	587	665	866	841	547	601	662	583	627	584	475	562	674	8274

